



CYBER WARDEN

PRACTICAL CYBER RISK MANAGEMENT

SERVICE DESESCRIPTIONS

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CYBER WARDEN

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Mail Aegis

Overview

Mail Aegis is our multi-layered cloud based email security platform, comprised of active and passive elements to protect against:

- Impersonation
- Phishing
- Malware
- Man-in-the-Middle
- Outbound email deliverability issues

The active scanner included in Mail Aegis is a proprietary platform with over 10 levels of checks, and many of those levels contain multiple checks. We utilize several private, public, and commercial intelligence feeds, as well as machine learning in this fully automated service. In the event of an outage or incident involving loss of service or loss of trust in your production email platform, we include our email lifeboat service for business continuity.

Privacy

Your mail is never stored by us – not even temporarily. We process all messages in real-time and the sender is notified of success/failure in realtime once the message has been handed off to your mailbox provider.

The only data we collect is logs, which only contain the metadata for the messages. This is necessary to identify any issues, and for reporting.

Deliverables

- Configure a Multi-Factor Authentication policy for all users in your M365 tenant
- Configure Multi-Factor Authentication for your public DNS
- Configure a strong (reject) DMARC policy (including all relevant SPF and DKIM records)
- Configure a strong (enforce) MTA-STS policy
- Provide a monitoring service for DMARC & MTA-STS
- Monitor your key DNS records for changes
- Filter/Scan your inbound email for:
 - o Phishing
 - o Malware
 - o Scams
 - o Spam
- Assist you to configure and secure your M365 tenant to work optimally with our scanner
- Assist you to configure DKIM signing in your M365 tenant
- Assist you to ensure separation of administrator and user roles in the M365 tenant
- Summary documentation containing configuration parameters
- Mail Lifeboat available on demand
- A de-provisioning guide

Customer Responsibilities

Customer will be required to provide a representative that can provide the correct authentication for your:



- M365 tenant (Global Admin)
- DNS provider

It will be expected that this person will remain available for the duration of the implementation/configuration of the service.

If your representative is a member of your IT team, it is advantageous to shadow our team during the implementation to better understand what we are doing, how we do it, and why we do it, and to be able to answer any questions we may have related to service provision.

[Term, Billing, and Renewals.](#)

The Mail Aegis service duration is one year, and is billed annually in advance.

The service charges are a combination of fixed and per-seat charges.

Renewals will not incur setup costs.



Mail Lifeboat

Overview

Email is the lifeblood of any business, and in any incident, it's always the first system that companies want back online. Mail Lifeboat is a secure web based mail platform that allows minimal interruption to email communications, without having to change any email addresses or DNS settings.

Mail Lifeboat is intended as a short term solution to be utilized in a cyber incident or extended outage of the production email platform. It is intended to allow continuity of communications with internal users, customers, and suppliers.

Normally included in the Mail Aegis package, however is available as a standalone service.

Limitations

- Mail Lifeboat is offered only as a web based platform by default
- Mail Lifeboat has no access to existing messages from the production platform
- Existing address books will not be available
- Dependent on the Mail Aegis mail filter component
- Non-existing customers will need to make DNS changes in order to utilize the service.

Deliverables

- Provision the service on-demand from the customer
- Provision users based on the latest user details provided by the customer
- Once mailboxes are provisioned, initial user authentication details will be provided to Customer.
- Standard mailbox size is 2GB

Customer Responsibilities

- Regularly maintain and share a database of internal users in a CSV or excel spreadsheet in a pre-defined standard format.

Term and Billing

- Standard term is upto four weeks of provisioned use
- The service is included in the Mail Aegis package
- When purchased as a standalone service, billing is in advance.



Backup

Overview

Although Microsoft has a responsibility for basic retention and infrastructure security for M365, businesses themselves are responsible for the security, privacy, compliance, backup and recovery of their data.

Keep your data safe and compliant with regulatory requirements (including GDPR & HIPPA) with our backup and archiving solution.

This service provides an immutable managed backup of the entire M365 tenant:

- Onedrive & Sharepoint
- Calendars, Contacts, & Tasks
- Groups and Teams Backup & Restore
- Full data residency in a territory of your choice (including UAE & KSA)

The solution is powered by Rubrik technology which eliminates the need for backup and search servers, disk backup and tape archive. It integrates data orchestration, deduplication and catalogue management to enable you to expand securely with the ability to access data instantly from anywhere.

With Rubrik Zero Trust security solutions you can automate backup policies set by Service Level Agreements (SLAs) to suit your business needs.

Our managed solution enables organizations to control their backup ensuring resiliency against data loss, natural disasters and cyber attacks.

Our backup solution can help defend against ransomware and other cyber threats by identifying potential security threats before data breaches happen.

Deliverables

- Provisioning of the service
- Configure a standard backup and retention policy
- Daily Reports

Term and Billing

The backup service duration is three years, and is billed annually in advance.

The service charge is based on a per-seat basis for the tenant, with a minimum of 10 seats.

Customer Responsibilities

Customer will be required to provide a representative that can provide the correct authentication for your:

- M365 tenant (Global Admin)

It will be expected that this person will remain available for the duration of the implementation/configuration of the service.

If your representative is a member of your IT team, it is advantageous to shadow our team during the implementation to better understand what we are doing, how we do it, and why we do it, and to be able to answer any questions we may have related to service provision.